Enrollee Appeal Overview A&G Clinical Staff (System auto date, time and user stamp) if representative, legal representative of the estate orally or written within 60 calendar generate Acknowledgement appropriate clinical staff as needed days of Adverse Determination. Date of receipt is documented as first initial unless request is expedited. Expedited request will be consent received within 10 calendar days it will be uploaded to appeal file A&G Clinical Staff investigation of Grievance/ Appeals (may include outreach to enrollee/provider and as needed, up to 14 calendar days with file submitted to IRO for Plan Physician Reviewer A&G Clinical documentation, validate against KY regulations and requirements as well as NCQA requirements A&G Clinical Staff

A&G Clinical Staff will generate resolution letter for mailing to

case within timeframe of 30 calendar days

need to pay claim or update auth the